Terminal User Guide

iWL220/250G

Contents

Please note: some functions may not be supported on your terminal, please speak to your acquirer for more details.

1.   <u>Introduction</u>

Now that your Ingenico iWL220/250 terminal is installed the following guide will detail how you use the terminal, including safety instructions, transaction processing, printing reports and general maintenance of the terminal.

Base Unit and Handset Placement

PLEASE READ THIS VERY IMPORTANT INFORMATION BEFORE PLACING YOUR BASE UNIT AND HANDSET

The Ingenico iWL220/250 is a portable product that uses Bluetooth Short Range Radio to communicate between the handset and the base. The handset, when off the base, is powered by a battery, which re-charges when the handset is put back on the base.

This notice will help you optimise the operation of your portable product by describing how to place the base(s) to give maximum coverage, and how to manage the impact of battery drain from normal use.

Handset/Base (Radio) Coverage
Various obstructions can reduce the level of the radio signal. These include: walls, screens, lift shafts, steel girders, kitchen fittings, doors, glass mirrors, metal objects, kitchen equipment.

YOU MUST BE AWARE OF THE IMPACT YOUR ESTABLISHMENT CAN HAVE ON RADIO COVERAGE.

Coverage Test
Short Range Radio systems (like Bluetooth) are not like GSM mobile phones; they do not operate over extended distances. After completing the installation process and charging the battery, you MUST test the coverage by carrying the handset around your establishment and monitoring the status of the aerial symbol and the signal strength. Try to achieve a maximum signal in all areas (although this is not imperative). Should the signal be lost then you need to either re-position the base (remember you need power and a phone line) or purchase an additional base and handset for your establishment.

Please Note : A single handset cannot be assigned to multiple bases at the same time.

The 'Radio Link Test'
This test will give a print out of the link quality available at a location. You should carry out a Function 36 which will give the link quality at a given location. (Please refer to Section 33 for instructions on how to test the Signal Quality.) You now have the ability to see the signal strength on the display. To perform this test you will need a Supervisor Card.

Note: When Cancelling out of this menu, after performing the test, the handset will verify its assignment to the base.

Try to keep the base at least 4 metres away from metal objects such as mirrors, kitchen fittings and equipment, metal doors, etc. DO NOT let such objects come between the base and handset. If you have more than one base ensure there is a minimum of 2 metres between any two. Positioning of bases, to gain optimum coverage in a multi floor, multi obstruction environment, will take some time and effort to establish.

Battery Operation
The terminal displays the Battery Power status as a number of bars much like those on a mobile phone display. There are a number of factors that can affect the rate of battery drainage, for example:
• length of time off the base
• number of receipts per transaction
• time before sleep mode is activated
• time between transactions

Depending upon a number of factors, you might experience variation in the number of transactions performed for each bar on the battery power display.

Please check the battery status prior to initiating any action on the handset. Should it indicate very low (no bars) or no power then you should return the handset to the base to charge the battery.

2.   <u>Safety</u>

Powering down the iWL220/250 base
Disconnect the iWL220/250 power supply block adapter from the electrical mains network.

Lithium cell (Backup battery)
The iWL220/250 is fitted with an internal lithium cell which can only be accessed by a qualified technician.

Battery
iWL220/250 is fitted with battery specially designed for this terminal.
• Only use the appropriate chargers and batteries listed in Ingenico's catalogue.
• Do not short circuit the battery.
• Do not attempt to remove the battery housing as its components cannot be modified.
• Do not disassemble
• Batteries at 'end of life' must be disposed of at the appropriates sites.

The lifespan depends on:
• Features
• Number of charge, discharge cycles
• Use temperature

Warning There is a risk of explosion if the battery is incorrectly replaced. Never place the battery next to a warmth source or in fire.

Electrical power outlet
The electrical outlet must meet the following criteria :
• Must be installed near the equipment and easily accessible;
• Must meet standards and regulations in the country where used;
• The protection of the installation must be set to 20A

Telephone network
The phone jack must comply with standards and regulations in the country where used.

SAM1/SAM2/SIM readers compartment
The trapdoor for battery, SAM1/SAM2/SIM, readers located underneath the terminal, must be in place during the normal operation of theterminal.

See sections "Removal of SAM1/SAM2/SIM, modules"as well as"Connecting the battery".

On airplanes
Your handset must be switched off by removing the battery pack. Remove the battery from the terminal when on an airplane. Non-compliance of these safety rules may result in legal action and/ or a ban on later access to cellular network services.

Explosion areas
Some regulations restrict the use of radio equipment in chemical plants, fuel depots and any site where blasting is carried out. You are urged to comply with these regulations. The terminal shall be protected by a specially fitted and certified cover enabling use in proximity to a fuel pump.

Electronic health appliances
Your handset is a radio transmitter which may interfere with health appliances, such as hearing aids, pacemaker, hospital equipment, etc. Your doctor or the equipment manufacturer will be able to provide you with appropriate advice.

Security of your terminal
Upon receipt of your terminal you should check for signs of tampering of the equipment. It is strongly advised that these checks are performed regularly after receipt. You should check, for example: that the keypad is firmly in place; that there is no evidence of unusual wires that have been connected to any ports on your terminal or associated equipment, the chip card reader, or any other part of your terminal.

Such checks would provide warning of any unauthorised modifications to your terminal, and other suspicious behaviour of individuals that have access to your terminal. Your terminal detects any "tampered state". In this state the terminal will repeatedly flash the message" Alert Interruption!" and further use of the terminal will not be possible. If you observe the "Alert Irruption!" message, you should contact the terminal helpdesk immediately. You are strongly advised to ensure that privileged access to your terminal is only granted to staff that have been independently verified as being trustworthy.

CAUTION
NEVER ask the customer to divulge their PIN Code. Customers should be advised to ensure that they are not being overlooked when entering their PIN Code. The terminal must never be put in or left at a location where it could be stolen or replaced with another device.

6.3. Telephone call
You have an urgent call to make while the iWL220/250 is occupying the line. In order to get a dial tone quicly: Place the handset in the hang up position pressing the red key (=cancel)
or disconnet the base power supply from the mains network
or disconnet the iWL220/250 telephone connector from the telephone call socket, and place the telephone connector into the telephone wall socket.

You should hear a dial tone within 6 seconds.

3.   Standards

CE Marking

The CE marking indicates iWL220/250 complies with the requirements of European Directive 1999/5/EC of 9 March 1999 on Radio and Telecommunications Terminal Equipment for: • the protection of the health and the safety of the user and any other person.• the protection requirements with respect to electromagnetic compatibility and complies with harmonised standards.

Depending iWl220/250 model involved standards are:

EN 60950 1 :2006	According to 2006/95/EC	(Low Voltage Directive)
EN 55022 :2006	According to 2004/108/EC	(EMC Directive)
EN 55024 A2 :2003	According to 2004/108/EC	(EMC Directive)
EN 301489 1/7 /08 2005	According to 89/336/EEC	(EMC Directive)
EN 301 511 /12 2003	According to 1999/5/EC	(R&TTE Directive)
EN 62311 (2008) /07 2001	According to 1999/519/EEC	(R&TTE Directive)
EN 301489 1/17 /08 2008	According to 89/336/EEC	(EMC Directive)
EN 300 328 v1.4.2 /12 2000	According to 1999/5/EC	(R&TTE Directive)
EN 301489 3 /08 2002	According to 89/336/EEC	(EMC Directive)
EN 301357 1/2 (2008)	According to 1999/5/EC	(R&TTE Directive)
EN 50357;EN50364 /2001	According to 1999/519/EEC	(R&TTE Directive)
European approval specification on connecting terminals with DTMF dialling to the public switched telephone network (Council Decision 1998/482/EC, Council Decision 1999/303/EC)		
TS 103021 1/2/3	/09 2003	ES 203021 /1/2/3 (2006)
TR 103000 1/2/3/4	/06 2003	
ES 201187	/03 1999	

End of life

The product belongs to the family of electrical and electronic equipment. Therefore, it is subjected to the WEEE directive which requires the collection and the recycling at the end of the life of the product.

The Ingenico products present the symbol for the marking of electrical and electronic equipment as required by the WEEE Directive.

The crossed out wheeled bin printed on the product gives the information about the requirement not to dispose of WEEE as unsorted municipal waste and to collect such WEEE separately.

To assure that the product is collected and recycled with respect to the environment, you must contact your supplier (in defect, contact the Ingenico local office or the commercial head office in charge of your country on www.ingenico.com, « contact us » page).

The abandonment or uncontrolled disposal of waste can cause harm to the environment and to human health. So, by recycling your product in a responsible manner, you contribute to the preservation of natural resources and to the protection of human health.

BATTERIES
If your product contains batteries, they must be disposed of at the appropriate collection points.

4.   <u>Installing the Terminal</u>

- •   Ensure the mains supply is connected to the terminal and switched off.
- •   Connect the telephone cable on the base unit to the telephone wall socket.
- •   Ensure you have your Merchant ID to hand. This can be found on your Welcome Letter.
- •   Place the terminal handset onto the base if you have not already done so.

Now switch on the mains supply. The terminal will display this screen, press ENTER and a number of additional screens will be displayed while the handset assigns to the base.

At this screen press ENTER and the installation process will continue.

If your terminal is connected via a direct line, press the YELLOW button to select NO.

If your phone line is connected to a switchboard/PBX, press the GREEN button to select YES.

If you selected YES, key in the number used to get an outside line (often 9) and press the GREEN button.

If your telephone line uses the 1571 or call waiting function, press the GREEN button. NOTE: if you select no here and you do use these functions, the terminal will be unable to dial out for authorisations when a call message is waiting.

Key in your merchant number and press the GREEN button. The terminal will start to dial the Host computer and a number of communication messages will be displayed.

The terminal will now contact each card acquirer which your terminal is configured to accept.

Further communications messages will be displayed. An installation report will then be printed displaying the card types that your terminal will accept.

PLACE TERMINAL ON A BASE WITH A PHONELINE and press ENTER

Terminal Installation Plug in Phone Line and then press ENTER

Dial Prefix Required? Enter = YES Clear = NO

Key in the Number used to get an Outside Line and then press ENTER

Does the Tel. Line have Call Waiting or 1571 Enter = YES   Clear = NO

Terminal Installation Key in Merchant No. and then press Enter

40243595   09:01   01/09/2009   F B   READY Merchant Number 12345678

Finally, the terminal will dial the Host computer to report the successful installation.

Installation is now complete and the terminal will display the READY prompt. Your terminal is now ready for use.

Check the date and time on your terminal, if this needs to be corrected refer to Section26 of this guide for details on how to do this.

5.   Using the Terminal

Switching the Terminal On and Off
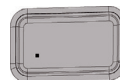To SWITCH ON the terminal when it is off the base, press:

If on the base the terminal will always be powered.
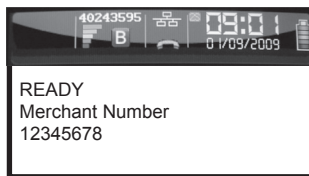
To SWITCH OFF the terminal, press:

The Terminal Display
The terminal has a colour display and the icons in the banner at the top of the display use colour to indicate their status.

Signal Strength and Assigned Base
This will indicate the signal strength (see section below 'Connection Information')

Battery Charge Indicator
This will indicate the amount of battery charge (see section below 'Battery Information')

```
40243595          09:01
 F  B            01/09/2009
```
```
READY
Merchant Number
12345678
```

6.   Battery Information

Your terminal is supplied with a removable, rechargeable battery. This battery recharges when the terminal is connected to the charger unit.

Following installation, the battery charge status is indicated by the battery icon found in the top right hand corner of the terminal display.

When you charge the battery for the first time, it should be charged until full capacity is indicated. This may take from 4 to 16 hours. New terminlas are dispatched with some charge present. Transactions can be performed providing the terminal is connected to the charger unit so that it can continue charging.

One of these Battery Status Symbols will be displayed depending on the charge in the battery and whether the handset is on the base.

Battery low

Battery fully charged (off base)

7.   Connection to Base and Radio Connection

This section of the display banner shows that the handset is connected to the base and also details the serial number of that base. It also shows the signal strength.

If this information is not displayed, or the serial number is flashing, then you need to move closer to the base unit.

If this symbol is displayed in BLUE, the handset is in range of the base unit and can be used safely.

If this symbol is displayed in RED, the handset is out of range of all the base units and cannot be used.

Please see section 32, How to Assign a Terminal to a Base unit for further details.

This symbol indicates the terminal is connected to a network. This will only be displayed if your terminal is an ethernet product.

If this symbol is a lowered receiver, the terminal is ready to be used.

If this symbol is a raised receiver, the terminal is trying to connect to the Host computer.

8.   Using the Menus

The Transaction Menu enables you to perform a transaction on the terminal.

At the READY prompt press the MENU button.

The first option on the list will be highlighted.

TRANSACTION MENU
Refund
Sale
Purch. with Cashback

The actual options shown may differ from those shown here.
NOTE: Only three options can be displayed on the terminal screen at any one time. Use the arrow buttons to view the available options.

Press the GREEN ENTER button to select a highlighted option. The terminal will return to the READY display if no option is selected within 30 seconds.

The System Menu enables you to perform an administration function on the terminal. Select the System Menu by following the instructions below.

At the READY prompt press the MENU button until the Systen Menu is displayed. Other menu options may appear before/after depending on your configuration.

Use the up and down arrow buttons to view the available options and press the button in between the arrows to make your selection when the required option is highlighted.

Throughout the transaction flows in this guide, all your instructions are denoted by this unshaded display.

TRANSACTION MENU
Refund
Sale
Purch. with Cashback

```
40243595  ╬  🔋 09:01
   F  B            01/09/2009

READY
Merchant Number
12345678
```

All instructions to be carried out by the customer are denoted by this shaded display.

At this time you should hand the terminal to the customer and ask them to follow the instructions displayed.

```
Amount              55.00
PIN ****
Cardholder to key PIN
Enter=OK      Clear=REKEY
```

Entering Letters

You may need to enter letters using your terminal. Most numeric buttons have alphabetical characters allocated to them.

e.g. the number 2 button has a, b and c allocated to it

e.g. the number 5 button has j, k and l allocated to it

To enter a letter, press the relevant number button and then the MENU button to scroll through the letters until you select the character required. To enter the next letter you must again select the relevant number button. To enter a space press the 0 button followed by the MENU key.

If a mistake is made when entering numbers or letters, press the YELLOW button until the incorrect numbers or letters have been removed. Then re-key the correct entry.

Once all the numbers or letters have been entered press the GREEN button to accept the entry.

Inserting a Chip Card

The card should be inserted with the chip facing uppermost.
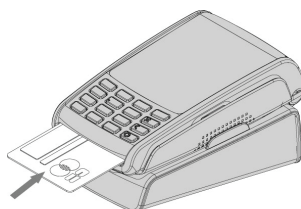
The terminal can detect if a chip card has been swiped as a magnetic card. If the card has not been inserted previously, it will prompt you to insert the card.

If the card is inserted the wrong way or there is a problem with the chip, the terminal will prompt for the card to be removed and re-inserted.

The terminal will prompt you when the card is to be removed.

Swiping a Card

The card should be swiped with the black magnetic stripe facing the terminal and running along the bottom of the card.

Make sure that the bottom of the card runs firmly along the bottom of the card swipe and that the card is swiped at even speed.

The speed of the card swipe should not be too slow as this can sometimes cause problems when the terminal is reading the card.

It is important to swipe cards correctly through the terminal so that they can be read by the card reader.
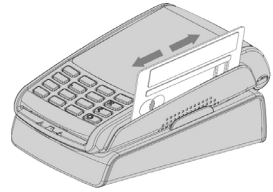
Using a Card with the Contactless Reader

If the terminal is allowed to process Contactless transactions the cardholder should present their card against the Contactless symbol displayed on the terminal.

If the card is removed too quickly a message will appear on the display and the cardholder will be asked to present the card again.

Where a contactless transaction is allowed, the terminal display will show the contactless symbol.

LED's will light at the top of the terminal during different parts of the transaction.

The cardholder should hold their card against the Contactless symbol.
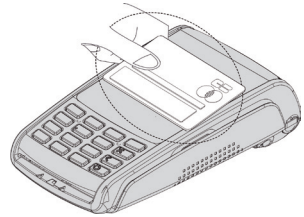
9.   Starting a Transaction

IMPORTANT INFORMATION
If your terminal is configured to accept Contactless payments it will always expect you to enter the transaction amount first for whichever type of transaction you are performing.

The following sections of this guide detail this type of transaction flow.

If your terminal is NOT configured for Contactless payments it will expect the Customer to insert their card into the terminal to start the transaction. Once this is done, enter the transaction amount and continue from the Checking Card prompt for the chosen transaction type.

10. <u>Sale Transactions</u>

From the READY prompt, key in the amount of the Sale and then press the GREEN ENTER button. The termial will display:

If the card is a Chip card, please see 'Sale (Card Inserted)'.

If the customer's card has been swiped, please see 'Sale (Card Swiped)'.

```
40243595    品      09:01
  F  B             01/09/2009

Present, insert          £9.50
or swipe card
```

If the customer's card is a Contactless card and is to be used for a Contactless transaction, please see 'Sale (Contactless)'.

Sale (Card Inserted)

The terminal will check the card. If the customer presents a card which supports multiple card schemes you may be required to choose which card scheme to use.

```
SALE
Checking Card

Please Wait...
```

1. Your terminal may be configured to allow Cashback, if so press the GREEN button to select this option.

```
SALE
Cashback?

Enter = YES         Clear = NO
```

2. Now enter the Cashback amount and press the GREEN button. If Cashback is not required, press the YELLOW button and continue from step 4 below. If Cashback is not configured, continue from step 3 below.

```
PWCB
Key in Cash Amount
                    0.00
and then press ENTER
```

3. Hand the terminal to the customer. The customer should enter their PIN, as they do so asterisks will appear on the screen. Now press the GREEN button.

```
Amount                  55.00
PIN ****
Cardholder to key PIN
Enter=OK         Clear=REKEY
```

4. If numbers are entered incorrectly during this process use the YELLOW button to delete and then reinsert.

Note: Removing the card will VOID the transaction.

```
Amount                  55.00
PIN: ACCEPTED
RETURN TERMINAL
Do NOT Remove Card
```

5. The terminal will now print a receipt which the CUSTOMER must retain for their records.

Tear off the receipt and press the GREEN button to continue. Should you require a reprint of the receipt press the MENU button.

```
Printing
CUSTOMER RECEIPT

Please Wait...
```

6. You will now be prompted to remove the customer's card. The terminal will then print a MERCHANT receipt which must be kept for your records.

```
Tear OFF
CUSTOMER RECEIPT
Press ENTER if OK
Press MENU to Reprint
```

7. Press the GREEN button and the terminal will return to the READY prompt.

Only the last four digits of the card number will be

```
SALE
Please Remove Card
```

printed on the customer's receipt.

> Printing
> MERCHANT RECEIPT
>
> Please Wait...
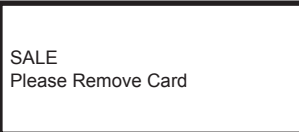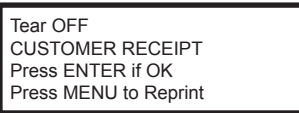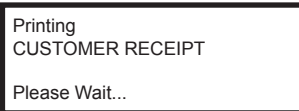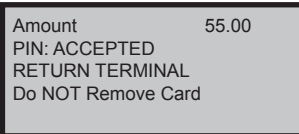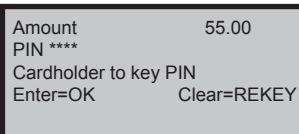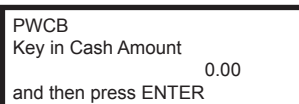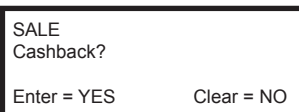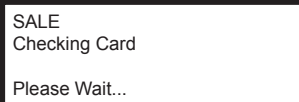
> Tear off
> MERCHANT RECEIPT
> Press ENTER if OK
> Press MENU to Reprint

Sale (Card Swiped)

1. Swipe the customer's card through the terminal.

> SALE
> Checking Card
>
> Please Wait...

2. You may be prompted to confirm the last four digits of the card number. Key in the last four numbers from the customer's card and then press the GREEN button.

> Key in last 4 digits of Card
> Number
>
> and then press ENTER

3. The terminal will check the card. If the customer presents a card which supports multiple card schemes you may be required to chose which card scheme to use.

4. Your terminal may be configured to allow Cashback, if so press the GREEN button to select this option. Now enter the Cashback amount and press the GREEN button.

> SALE
> Cashback?
>
> Enter = YES   Clear = NO

If Cashback is not required, press the YELLOW button and continue from step 5 below.

If Cashback is not configured, continue from step 5 below.

> PWCB
> Key in Cash Amount
>   0.00
> and then press enter

5. The terminal will now dial for authorisation and a number of messages will appear on the screen.

> SALE
> AUTH CODE: nnnnn
> <Aquirer Name>

> Printing
> MERCHANT RECEIPT
>
> Please Wait...

6. The terminal will print a Merchant receipt, tear this off and ask the customer to sign it.

> Tear off
> MERCHANT RECEIPT
> Press ENTER if OK
> Press MENU to Reprint

7. Check the signature and, if it is OK, press the GREEN button and a Customer receipt will be printed.

8. If the signature is OK press the GREEN button and a Customer receipt will be printed.

If the signature is not OK press the YELLOW button and the transaction will be cancelled.

9. The transaction is now complete and the terminal will return to the READY prompt.

Sale (Contactless)

1. From the READY prompt, enter the amount of the transaction and then press the GREEN ENTER button.

If you make a mistake, press the YELLOW button and re-enter the correct amount.

2. The cardholder should present their card against the Contactless symbol on the terminal display.

3. The terminal will now print a Merchant receipt.

4. If the customer requests a receipt this must be done before the next transaction takes place.

From the READY prompt press the 00 key and a customer receipt will be printed Press ENTER to return to the READY prompt.

```
SALE
Signature OK?

Enter = YES          Clear = NO
```

```
Printing
CUSTOMER RECEIPT

Please Wait...
```

```
Tear OFF
CUSTOMER RECEIPT
Press ENTER if OK
Press MENU to Reprint
```



```
READY
Merchant Number
12345678
```

```
Key in Amount
                    0.00
and then press ENTER
```

```
Present, insert      £9.50
or swipe card
```

```
Printing
MERCHANT RECEIPT

Please Wait...
```

```
Printing
CUSTOMER RECEIPT

Please Wait...
```

11. <u>Voice Referrals</u>

Sometimes transactions will require you to obtain a voice referral from the Authorisation Centre. As a security measure your terminal has been set up to request either the swipe of the Supervisor Card or the input of a Referral Password when this situation arises.

Please follow the process below if your terminal has been set up to ask for a Referral Password.

Terminal Displays

The card should be removed from the terminal and handed to the operator who will be contacting the Authorisation Centre.

```
SALE
Please remove card for voice
referral
Please Wait...
```

The Authorisation Centre telephone number will be displayed.

```
REFERRAL
MID: 12345678
CALL: nnnn nnnnnnn
and then press enter
```

Enter your Referral Password and press the GREEN ENTER button to continue.

If you have not set up your Referral Password please see the relevant section overleaf.

```
Enter Referral Password

and then press enter
Please Wait...
```

Once you have spoken to the Authorisation Centre press the GREEN ENTER button to continue with the transaction or, if authorisation is declined, press the YELLOW CLEAR button.

```
SALE
Authorisation given?

ENTER=YES          CLEAR=NO
```

If the YELLOW CLEAR button is selected, the terminal will display 'Not Authorised' and print a 'Not Authorised' receipt. The terminal will then return to the READY prompt

Enter the authorisation code provided by the Authorisation Centre and press the GREEN ENTER button.

```
SALE
Key in Auth. Code
                <Auth Code>
and then press ENTER
```

The terminal will now print the receipts and then return to the READY prompt.

Incorrect Code/Password

If you enter an incorrect Password this screen will be displayed, press the YELLOW CLEAR button to retry.

```
INCORRECT REFERRAL
PASSWORD

Press CLEAR to retry.
```

If an incorrect Password is entered at the second attempt this screen will be displayed, press theGREEN ENTER button for a final retry.

```
Enter Referral Password
LAST TRY

and then press ENTER
```

Once the number of tries has been exceeded the terminal will cancel the transaction, print 'Cancelled' receipts and return to the READY prompt.

```
NUM TRIES EXCEEDED
Please call Help Desk
on: nnnn nnn  nnnnnnn
Press CLEAR
```

12. <u>Setting the Referral Password</u>

Function 23 will allow you to set and change the Referral Password.

At the READY prompt, press the MENU button twice. Use the arrow buttons to view the available options and press the GREEN ENTER button when the SELECT FUNCTION option is highlighted.

Enter the number 23 and then press the GREEN ENTER button, the terminal will ask you to swipe the Supervisor card.

Now press the GREEN ENTER button to select the option to Set the Referral Password.

Selecting the YELLOW CLEAR button will return the terminal to the READY prompt.

If this is the first time the Password has been set please enter 0000 and then press the GREEN ENTER button.

If the code is to be reset key the current code and then press the GREEN ENTER button.

Enter a new Referral Password and then press the GREEN ENTER button.

Re-key the new Referral Password to confirm and then press the GREEN ENTER button.

The terminal will print a receipt to confirm the Password has been changed and will return to the READY prompt.

```
SYSTEM MENU
Totals
Print Function Codes
Select Function
```

```
EFT
Set Referral Password?

Enter=YES          Clear=NO
```

```
Enter Current
Referral Password?

and then press ENTER
```

```
Enter New
Referral Password?

and then press ENTER
```

```
Confirm New
Referral Password?

and then press ENTER
```

13. <u>Refund</u>

1. At the READY prompt, press the MENU button.
2. Using the arrow keys at the top of the pin pad, select refund and press the green ENTER button.
3. Key in the amount of the refund and then press the green ENTER button.
4. Either insert into or swipe the customer's card through the terminal.

If performing a swiped transaction, your terminal may prompt you to enter the last four digits of the card number. If so, key in the last four digits of the customer 's card number and press the GREEN button.

The terminal will check the card. If a customer presents a card that supports multiple card schemes, you may be required to choose which card scheme to use.

```
TRANSACTION MENU
Refund
Sale
Purch. with Cashback
```

```
REFUND
Key in Amount
                    0.00
and then press ENTER
```

```
REFUND
Insert or swipe card
to continue
(or press Cancel key)
```

```
Swipe
Supervisor Card
```

You will be prompted to swipe the Supervisor Card through the terminal.
PIN entry is not required on refunds, The transaction will proceed as a signature verified sale.

(Please refer to Section 10 of this guide for instructions on how to complete a Sale.)

14.   <u>Purchase with Cashback</u>

This menu option only needs to be used to provide Cashback when normal Sale transactions are performed with a gratuity. Selecting this option allows a transaction to be carried out with Cashback instead of with gratuity.

Please note: Only certain types of debit cards allow Purchase with Cashback.

1. At the READY prompt press the MENU button. Use the arrow buttons to view the available options and press the GREEN button when the Purchase with Cashback option is highlighted.

```
TRANSACTION MENU
Refund
Sale
Purch. with Cashback
```

2. Key in the amount of the sale and press the GREEN button.

3. Either insert into or swipe the customer's card through the terminal. If performing a swiped transaction, your terminal may prompt you to enter the last four digits of the card number. If so, key in the last four digits of the customer's card number and press the GREEN button.

```
PWCB
Key in Amount
                    0.00
and then press enter
```

4. Key in the amount of cashback required and then press the GREEN button.

```
PWCB
Key in Cash Amount
                    0.00
and then press enter
```

The transaction will now continue as a normal sale transaction. Please refer to Section 7 of this guide for how to complete a Sale transaction.

Please note: Only the last four digits of the card number will be printed on the customer's receipt.

15.   <u>Cash Advance</u>

Please note that this option is only available for certain types of business. Please contact Customer Services for further information.

Please note: Only certain types of debit cards allow Cash Advance.

1. Use the arrow buttons to view the available options and press the GREEN button when the Cash Advance option is highlighted.

```
TRANSACTION MENU
Refund
Cash advance
Purch. with Cashback
```

2. Key in the amount of the cash advance and press the GREEN button.

```
CASH ADVANCE
Key in Amount:
                    0.00
and then press ENTER
```

If performing a swiped transaction, your terminal may prompt you

to enter the last four digits of the card number. If so, key in the last four digits of the customer's card number and press the GREEN button.

3. Either insert into or swipe the customer's card through the terminal.

4. The terminal will check the card.

```
CASH ADVANCE
Insert or swipe card
to continue
(or press CANCEL key)
```

The transaction will now continue as a normal sale transaction. Please refer to Section 7 of this guide for how to complete a Sale transaction.

```
CASH ADVANCE
Checking card

Please wait....
```

16.   Purchase with Gratuity (Restaurants)

At the READY prompt key in the amount of the sale and press the GREEN button.

Please note: This option is only available for certain types of business. Please contact Customer Services for further information.

```
40243595         09:01
 B              01/09/2009

READY
Merchant Number
12345678
```

1. At the READY prompt key in the amount of the sale and press the GREEN button.

2. Either insert into or swipe the customer's card through the terminal.

```
SALE
Insert or Swipe Card to continue
(or press Cancel key)
```

The terminal will check the card. If performing a swiped transaction, your terminal may prompt you to enter the last four digits of the card number. If so, key in the last four digits of the customer's card number and press the GREEN button.

```
SALE
Checking Card

Please Wait...
```

3. Your terminal may prompt you to enter the Waiter ID. If so, enter the relevant Waiter ID and press the GREEN button. You may also be prompted to enter the table number.

(Please see Section 28 for more information on Waiter ID's)

4. Pass the terminal to the customer to confirm the amount.

```
Cardholder to Confirm
Amount              55.00
Press ENTER to Accept
or CLEAR to Reject
```

If the customer rejects the amount, the customer should return the terminal. You will be prompted to swipe the Supervisor Card and re-enter the amount.

5. If the customer does not want to add a gratuity, they should press the YELLOW button and the transaction will then proceed from step 8. If the customer wishes to add a gratuity, they should press the GREEN button.

```
Amount              55.00
Do you wish to
Add a GRATUITY?
Enter=YES          Clear=NO
```

6. The customer will now be prompted to key in the gratuity amount and the to press the GREEN button.

7. The customer may then be prompted to confirm the total transaction amount.

```
Amount              55.00
Enter GRATUITY
                     5.00
Enter=OK       Clear=REKEY
```

8. The customer will be prompted to enter their PIN. Once the PIN has been entered, the customer should press the GREEN button to confirm.

```
Cardholder to Confirm
Total            60.00
Press ENTER to Accept
or CLEAR to Reject
```

9. The customer should now return the terminal. If the card has been inserted, the card should remain in the terminal.

Please note: Removing the card will VOID the transaction.

```
Amount            60.00
PIN:
Cardholder to key PIN
Enter=OK     Clear=REKEY
```

10. The terminal will dial the authorisation centre and display the message CONNECTION MADE.

11. The terminal will now confirm if authorisation has been obtained.

```
PIN ACCEPTED

RETURN TERMINAL
Do NOT Remove Card
```

The terminal will display PLEASE WAIT while it prints the customer's receipt. Press the GREEN button and you will be prompted to remove the card.

12. The terminal will then print a MERCHANT receipt which should be retained for your records.

Press the GREEN button and the terminal will return to the READY prompt.

17. <u>Refund with Gratuity</u>

1. At the READY prompt press the MENU button. Use the arrow buttons to view the available options and press the GREEN button when the Refund option is highlighted.

2. Key in the total amount including any gratuity and press the GREEN button.

3. Either insert into or swipe the customer's card through the terminal.

```
REFUND
Key in TOTAL:
                 0.00
and then press ENTER
```

If performing a swiped transaction, your terminal may prompt you to enter the last four digits of the card number. If so, key in the last four digits of the customer s card number and press the GREEN button.

```
REFUND
Insert or Swipe Card
to continue
(or press CANCEL key)
```

The terminal will check the card. If a customer presents a card that supports multiple card schemes, you may be required to choose which card scheme to use. You may be prompted to swipe the Supervisor Card through the terminal.

```
REFUND
Gratuity Added?

Enter=YES     Clear=NO
```

4. If a gratuity has been added, press the GREEN button. If no gratuity has been added, press the YELLOW button.

5. If a gratuity has been added, enter the amount of the gratuity and press the GREEN button.

```
REFUND
Key in GRATUITY
                 0.00
and then press ENTER
```

6. Key in the Waiter ID from the original transaction and press the GREEN button.

```
REFUND
Original Waiter ID:

and then press ENTER
```

The transaction will now proceed as a normal sale transaction. Please see section 9 for information on how to complete a Sale transaction.

18. Pre-Authorisation

Please note this option is only available for certain types of business. Please contact Customer Services for further information.

Where there is the likelihood of a large value transaction, such as a hotel or car hire bill, a pre authorisation transaction for the expected value can be made. If, following a pre authorisation transaction, the value of the transaction increases (e.g. as a result of an extended stay at an hotel) a further pre-authorisation may be required.

1. At the READY prompt press the MENU button. Use the arrow buttons to view the available options and press the GREEN button when the **Pre Auth** option is highlighted.

```
TRANSACTION MENU
Refund
Purchase. with Cashback
Pre-Auth
```

2. Key in the amount of the transaction and press the GREEN button.

```
PRE-AUTH
Key in Amount:
                    0.00
and then press ENTER
```

3. Either insert into or swipe the customer's card through the terminal. If performing a swiped transaction, your terminal may prompt you to enter the last four digits of the card number. If so, key in the last four digits of the customer's card number and press the GREEN button.

```
PRE-AUTH
Insert or Swipe Card
to continue
(or press Cancel key)
```

The transaction will now continue as a normal sale transaction. Please refer to section 7 for information on how to complete a sale transaction.

Completion

Please note: If the final bill is more than 15% higher than the total pre authorised amount, a further pre-authorisation will be required for the difference which must be obtained prior to carrying out the completion transaction.

The following procedure will complete a pre-authorised transaction when the final account is confirmed with the customer.

```
TRANSACTION MENU
Pre-Auth
Completion
Cash Advance
```

1. At the READY prompt press the MENU button. Use the arrow buttons to view the available options and press the GREEN button when the Completion option is highlighted.

```
COMPLETION
Key in Final Amount
                    0.00
and then press ENTER
```

2. Key in the amount of the transaction and press the GREEN button.

3. Either insert into or swipe the customer's card through the terminal. If performing a swiped transaction, your terminal may prompt you to enter the last four digits of the card number. If so, key in the last four digits of the customer's card number and press the GREEN button.

```
COMPLETION
Insert or swipe card
to continue
(or press Cancel key)
```

```
COMPLETION
Key in last Pre-Auth Code:

and then press ENTER
```

4. You will then be prompted to enter the last Pre-Authorised code and press the GREEN button.

The transaction will now continue as a normal sale transaction. Please refer to section 10 for information on how to complete a sale transaction.

19.   Key Entering Card Details and Mail Order Transactions

You may need to key enter a customer s card details if their card is faulty or if you are entering a mail order transaction where the customer is not present.

A. **Mail Order Transactions :** Begin at Step 1 if you are performing a Mail Order Transaction.

B. **Card Read Failure or Key Card Number :** Begin at Step 2 if:

You have swiped a customer's card at the READY prompt and the terminal displays CARD READ FAILURE .
OR
If you have selected the Sale option from the Transaction menu and unsuccessfully swiped the card three times, and the terminal displays Key Card No.

```
TRANSACTION MENU
Refund
Sale
Purch. with Cashback
```

1. At the READY prompt press the MENU button. Use the arrow buttons to view the available options and press the GREEN button when the required option is highlighted.

```
<transaction type>
Insert or Swipe Card
to continue
(or press Cancel key)
```

2. Key enter the customer's card number when you see this prompt. The card number will be displayed as it is keyed in.

```
<transaction type>
Key expiry date MMYY

and then press ENTER
```

3. The terminal will check the card number. Key in the card expiry date and press the GREEN button.

```
<transaction type>
Key start date MMYY

and then press ENTER
```

4. You may be asked to enter the start date or issue number from the card. Enter them as they appear on the card and press the GREEN button.

```
<transaction type>
Key in issue number

and then press ENTER
```

5. If the customer is present, press the GREEN button. If this is a mail order transaction, press the YELLOW button and proceed from number 9 below.

```
<transaction type>
Is customer present?

ENTER=YES          Clear=NO
```

6. Key in the amount of the transaction and press the GREEN ENTER button. The terminal will now dial for authorisation. The authorisation code will be displayed. Press the GREEN button.

```
<transaction type>
Key in Amount:
                    0.00
and then press ENTER
```

7. A receipt will now be printed. Obtain the customer's signature. If the signature is OK, press the GREEN button. If it is not, press the YELLOW button and the transaction will be voided.

```
SALE
Signature OK?

ENTER=YES          Clear=NO
```

8. The signed receipt should be kept for your records. The terminal will now print a receipt for the customer. Pass the receipt to the customer and the transaction is complete.

9. If this is a mail order transaction, the YELLOW button will be pressed when asked if the customer is present. Key in the amount of the transaction and press the GREEN button.

```
<transaction type>
Is customer present?

ENTER=YES          Clear=NO
```

IF YOUR TERMINAL IS CONFIGURED FOR CSC/AVS (A CARDHOLDER VERIFICATION SERVICE) PROCEED AS FOLLOWS.

If you see this prompt, key in the 3 digit security code, which can be found on the signature strip on the back of the customer's card. Now press the GREEN button.

```
<transaction type>
Key in Security Code:

and then press ENTER
```

Please note: The security code for American Express cards is a four digit code and can be found on the front of the card.

Your terminal will then prompt you to do the following:
*   Enter the numeric digits from the customer s Post Code, (i.e EH11 9YE would be entered 119) and then press the GREEN button.

```
<transaction type>
Key in Numerics from
The Post Code:
and then press ENTER
```

*   Enter the customer's house number, (i.e Flat 5, 29 High Street would be entered 529) and then press the GREEN button.

```
<transaction type>
Key in first five digits
of the address:
and then press ENTER
```

10. The terminal will now dial out for authorisation and the authorisation code will be displayed. Press the GREEN button.

```
<transaction type>
AUTH CODE: nnnnn
<Aquirer name>
press ENTER
```

The terminal will display the results of the address check. The result will be printed on the receipts.

The security message will advise the response for any information entered at the Security Code, Address and Post Code prompts.

Message Text	Result
ALL MATCH	All data entered is correct
SEC CODE MATCH ONLY	Only the Security Code is correct
ADDRESS MATCH ONLY	Only the address is correct
NO DATA MATCHES	None of the data entered is correct
DATA NOT CHECKED	The data has not been checked

11. To accept the transaction press the GREEN button and a customer receipt will be printed. Press the GREEN button again and this will print a copy of the receipt for your records.

```
AUTH CODE: nnnnn
<security messages>
Press ENTER to Accept
Press CLEAR to Decline
```

To decline the transaction press the YELLOW button and a void receipt will be printed for the customer. Press the YELLOW button again and a void receipt will be printed for your records.

20.   Reversal

You can reverse the last previously authorised Sale or Refund transaction provided the reversal is carried out within 30 seconds of completing the original transaction.

1. At the READY prompt press the MENU button. Use the arrow buttons to view the available options and press the GREEN button when the Reversal option is highlighted.

```
TRANSACTION MENU
Refund
Duplicate Receipt
Reversal
```

2. The terminal will dial the authorisation centre and display the message CONNECTION MADE. The terminal will now confirm the reversal is successful and print a receipt.

```
REVERSAL
Dialling
<Aquirer Name>
```

3. Tear off the receipt and give this to the customer as a copy of the transaction. Press the GREEN button.

The terminal will now print a copy of the receipt for you to retain for your records. Press the GREEN button and the terminal will return to the READY prompt.

21.   PIN Entry Failure

If an incorrect PIN has been entered the terminal will display INCORRECT RE-ENTER PIN.

```
INCORRECT RE-ENTER
PIN: ****
Cardholder to key PIN
Enter=OK          Clear=REKEY
```

The cardholder should re-enter their PIN and press the GREEN button.

The cardholder has three attempts to enter their PIN after which the terminal will display the message: 'PIN TRIES EXCEEDED'

```
PIN TRIES EXCEEDED
Contact Card Issuer
RETURN TERMINAL
Do NOT Remove Card
```

The cardholder should hand the terminal back to you and contact their card issuer.

The transaction will continue and seek authorisation with a signature verification. Press the GREEN button to continue the transaction.

```
PIN TRIES EXCEEDED
Press ENTER to
Continue with
Signature
```

22. Cancelling Transactions

1. CANCELLING BEFORE AUTHORISATION
A transaction can be cancelled at any time before authorisation has been obtained.

Press the RED button. The terminal will display CANCELLED and print a receipt for the customer which will be marked as cancelled.

Then press the GREEN button and the terminal will print a merchant receipt for your records.

Press the GREEN button again and the terminal will then return to the READY prompt.

2. CANCELLING AFTER AUTHORISATION BUT BEFORE COMPLETION
When carrying out a swiped transaction and the transaction requires cancelling after authorisation has been obtained, but before the transaction has been completed, press the YELLOW button at the 'SIGNATURE OK' prompt to select NO and reject the signature. The transaction will be cancelled and a void receipt will be printed.

3. CANCELLING AFTER COMPLETION OF A TRANSACTION
If the transaction requires cancelling after the transaction has been completed a REVERSAL or a REFUND will need to be performed. (Please refer to Section 19 for Reversal or Section 12 for Refund)

Please note: Reversal transactions can only be carried out within 30 seconds of the transaction taking place.

4. CANCELLING THE TRANSACTION BY THE CUSTOMER
If the customer selects to cancel a transaction, they will be asked to confirm if they wish to do so and return the terminal. You should then remove their card and press the GREEN button and the terminal will print out a receipt for the customer and one for your records.

23. Clearing Mistakes

If a mistake is made when entering numbers or letters, press the YELLOW button until the incorrect numbers or letters have been removed or press the RED button to erase all input. Now re-key the correct entry.

24. Printing Duplicate Receipts

1. At the READY prompt press the MENU button. Use the arrow buttons to view the available options and press the GREEN button when the **Duplicate Receipt** option is highlighted.

2. Press the GREEN button to print a duplicate receipt. It is not an exact copy of either a customer or merchant receipt and has Duplicate Receipt printed on it.

```
TRANSACTION MENU
Refund
Reversal
Duplicate Receipts
```

```
EFT
Duplicate Receipt

Enter=YES          Clear=NO
```

25.   X and Z Totals

X Totals can be printed at any time throughout the day and give a sub total of all transactions performed. X totals do not reset the totals within the terminal.

Z Totals show the total of all transactions processed through the terminal for each card company since the last Z Totals were performed. Once Z Totals have been completed the totals within the terminal are reset to zero. X Totals will also be reset. Z Totals are not connected to your Banking totals.

1. At the READY prompt, press the MENU button twice. The TOTALS option will be highlighted. Press the GREEN button and the TOTALS menu will be displayed.

```
SYSTEM MENU
Totals
Print Function Codes
Select Function
```

2. Use the arrow buttons to view the available options and press the GREEN button when the required option is highlighted.

```
TOTALS MENU
End-of-Day Banking
Z-Totals
X-Totals
```

3. You will then be asked to swipe the Supervisor Card through the terminal.

```
EFT
X-Totals? (or Z-Totals?)

Enter=YES          Clear=NO
```

4. Press the GREEN button to proceed or the YELLOW button to cancel.

5. The terminal will print the report. Press the MENU button if you wish to reprint the report. If not, press the GREEN button and the terminal will return to the READY prompt.

```
Tear Off
TOTALS RECEIPT
Press ENTER if OK
Press Menu to Reprint
```

26.   Waiter Totals

1. At the READY prompt, press the MENU button twice. The TOTALS option will be highlighted. Press the GREEN button and the TOTALS menu will be displayed.

```
SYSTEM MENU
Totals
Print Function Codes
Select Function
```

2. Use the arrow buttons to view the available options and press the GREEN button when the Waiter Totals option is highlighted.

```
TOTALS MENU
Z-Totals
X-Totals
Waiter Totals
```

You will then be asked to swipe the Supervisor Card through the terminal.

```
EFT
Print Waiter - Totals

Enter=YES          Clear=NO
```

3. Press the GREEN button to print the totals.

4. To reset the Waiter Totals press the GREEN button and the totals will be reset.

```
WAITER TOTALS
Reset Waiter - Totals?

Enter=OK          Clear=REKEY
```

The terminal will now return to the READY prompt.

27. **End of Day Banking**

Banking should be carried out at the end of each business day once the last customer has left the premises. This is to make checking credits and reconciliation with your bank statements easier.

Please note: If your acquirer has set a cut off time for end of day banking, please note the following: To ensure that your statement totals balance, it is important that you carry out your End of Day Banking before the cut off time set by your acquirer. For information regarding these times please contact Customer Services.

1. At the READY prompt, press the MENU button twice. The TOTALS option will be highlighted. Press the GREEN button and the TOTALS menu will be displayed.

```
SYSTEM MENU
Totals
Print Function Codes
Select Function
```

2. Use the arrow buttons to view the available options and press the GREEN button when the End of Day option is highlighted.

```
TOTALS MENU
End-of-Day Banking
Z-Totals
X-Totals
```

You will then be asked to swipe the Supervisor Card through the terminal.

3. Press the GREEN button to proceed.

```
EFT
End-of-Day Banking?

Enter=YES          Clear=NO
```

4. You will now have the choice of selecting totals for ALL card types or selecting those card types you wish to bank.

5. Press the GREEN button to reconcile ALL card types or press the YELLOW button to select the acquirers you wish to reconcile. **Please note:** This screen will only be displayed if your terminal is set up with more than one acquirer.

```
Select card types to be
banked
Press ENTER for ALL
Press CLEAR to SELECT
```

6. You will now be shown a list of the individual acquirers. Press the GREEN button to reconcile an acquirer or press the YELLOW button if you do not want to reconcile a particular acquirer.

```
End-of-Day Banking
Bank <aquirier>

Enter=YES          Clear=NO
```

7. Once the desired acquirers have been selected, the terminal will dial the selected acquirers. You will be prompted to wait while the terminal prints a banking report.

8. After all acquirers have been banked, tear off the receipt and press the GREEN button. The terminal will return to the READY prompt.

Please note: If Stored or Session Totals Not Agreed is printed on your End of Day receipt, please contact Customer Services

28. Entering Function Codes

There may be occasions when you have further requirements of your terminal. These can be met through the use of **Function Codes.**

1. At the READY prompt, press the MENU button twice. Use the arrow buttons to view the available options and press the GREEN button when the Select Function option is highlighted.

```
SYSTEM MENU
Totals
Print Function Codes
Select Function
```

2. Key enter the function code required and then press the GREEN button.

Once the function code has been entered, follow the prompts displayed by the terminal. You may be prompted to swipe your Supervisor Card.

The following codes are available for you to use:

CODE	TITLE	DESCRIPTION
16	Print Transaction	Refer to section 31
30	Set Date/Time	Refer to section 29
36	Assign to Base	Refer to section 32
38	Sleep Parameters	Refer to section 30
40	Waiter Setup	Refer to section 28
36	Test Radio Signal	Refer to section 33

Waiter ID s (Restaurants)

Default Waiter 0

A default waiter, **Waiter 0: SHARED** will be created automatically by the terminal. This can be used if you do not want to create individual Waiter ID's.

All Sale transactions with gratuity will add tips/gratuities to this waiter without the need for a waiter ID to be entered during transaction processing.

The total of all Waiter 0 tips/gratuities will be printed as part of the Waiter Totals Report showing the total value of tips/gratuities performed.

Adding an Individual Waiter ID
Your terminal can be configured to recognise individual Waiter ID's. These make it possible to identify which staff member has dealt with the transaction. The Waiter ID will be printed on the receipt.

1. At the READY prompt press the MENU button twice.

2. Using the arrow button select the **Select Function** option and then press the GREEN button.

```
SYSTEM MENU
Totals
Print Function Codes
Select Function
```

3. Enter the number 40 and then press the GREEN button.

4. Swipe the Supervisor Card through the terminal.

5. If you want to proceed to the Waiter Setup menu, press the GREEN button.

If not, press the YELLOW button.

6. Using the arrow button select **Add** and then press the GREEN button.

7. Your terminal will automatically allocate the next available Waiter ID. Key in the text/name description and press the GREEN button (this field is limited to 10 characters).

(Please refer to Section 8 of this guide for instructions on how to enter letters).

```
EFT
Waiter Setup

Enter=YES          Clear=NO
```

```
WAITER SETUP
Add
Delete
Print
```

```
Change Name
Delete All
Create Defaults
```

```
ADD WAITER           Code nn
Key in Waiter's Name
                   aaaaaaaaa
and then press ENTER
```

Deleting a Waiter ID
Follow steps one to six above and select **Delete** from the WAITER SETUP menu, now proceed as follows:

1. Key in the Waiter ID code that is to be deleted and then press the GREEN button.

2. If you want to proceed to delete the Waiter, press the GREEN button.

If not, press the YELLOW button.

```
DELETE Waiter
Key in Code to Delete
                          nn
and then press ENTER
```

```
DELETE Waiter nn
<name>

Enter=YES          Clear=NO
```

Changing a Waiter ID
Follow steps one to six of Section 25 (Adding an Individual Waiter ID) and select Change Name from the WAITER SETUP menu. Now proceed as follows:

1. To change a Waiter Name, key in the Code of the Waiter that requires change and then press the GREEN button.

2. Amend the Waiter Name by using the CANCEL and CLEAR buttons to erase letters. (Please refer to Section 5 of this guide for instructions on how to enter letters). Press the GREEN button and the ter minal will return to the Waiter Setup Menu.

```
CHANGE Name
Key in Code to Change
                          nn
and then press ENTER
```

```
CHANGE Name
Key in Waiter's Name
               <existing name>
and then press ENTER
```

Creating Default ID's
When using the Create Defaults option, the terminal automatically creates numbered Waiters from 1-99 instead of named Waiters.

Follow steps one to six of Section 28 (Adding an Individual Waiter ID) and select Create Defaults from the WAITER SETUP menu.

If Waiters don't exist yet

When asked whether you would like to create defaults on your terminal, press the GREEN button to accept. To decline, press the YELLOW button.

```
CREATE Defaults
Are You Sure?

Enter=YES            Clear=NO
```

If Waiters exist already

If Default Waiters exist on your terminal and you wish to add a named waiter, this screen will be displayed. You MUST delete a Default Waiter before a named waiter can be added. Press the GREEN button.

```
Waiters Already Exist
Delete ALL if you wish
to remove
```

29.   How to Change the Date and Time

The terminal has a built in clock which maintains the current date and time. If necessary you can also change the date and time manually. Please note: This will need to be done twice a year when the clocks change.

1. At the READY prompt, press the MENU button twice. Use the arrow buttons to view the available options and press the GREEN button when the **Select Function** option is highlighted.

```
SYSTEM MENU
Totals
Print Function Codes
Select Function
```

2. Key enter the number 30 and press the GREEN button. You will then be asked to swipe the Supervisor Card through the terminal.

```
Key in Function Code


and then press ENTER
```

3. The current date will be displayed. Re key the correct date and press the GREEN button.

```
SET DATE/TIME
Enter Current Date
                      dd/mm/yy
and then press ENTER
```

4. The current time will be displayed. Re key the correct time and press the GREEN button.

The terminal will return to the READY prompt.

```
SET DATE/TIME
Enter Current Time
                      dd/mm/yy
and then press ENTER
```

30.   How to Set Sleep Parameters

This function allows you to set the time when the terminal is not in use before it goes into sleep mode. Having the sleep parameters enabled will save on battery life.

1. At the READY prompt, press the MENU button twice. Use the arrow buttons to view the available options and press the GREEN button when the **Select Function** option is highlighted.

```
SYSTEM MENU
Totals
Print Function Codes
Select Function
```

2 Key enter the number 38 and press the GREEN button. You will then be asked to swipe the Supervisor Card through the terminal.

```
Key in Function Code


and then press ENTER
```

3. Press ENTER to continue setting Sleep Parameters or Clear to cancel.

4. Enter the number of minutes before which the terminal goes to sleep and then press the GREEN button.

```
SYSTEM
Sleep Parameters?

Enter=YES            Clear=NO
```

The terminal will return to the READY prompt.

```
┌─────────────────────────────┐
│ Number of Mins before       │
│ going to sleep (1-30)        │
│                          xx │
│ and then press ENTER        │
└─────────────────────────────┘
```

31. How to Print a Transaction Log

This function allows you to print a log of your last 100 transactions, should the need arise for example to check any financial discrepancies.

1. At the READY prompt, press the MENU button twice. Use the arrow buttons to view the available options and press the GREEN button when the **Select Function** option is highlighted.

```
┌─────────────────────────────┐
│ SYSTEM MENU                 │
│ Totals                      │
│ Print Function Codes        │
│ Select Function             │
└─────────────────────────────┘
```

2. Key enter the number 16 and press the GREEN button. You will then be asked to swipe the Supervisor Card through the terminal.

```
┌─────────────────────────────┐
│ Key in Function Code        │
│                             │
│                             │
│ and then press ENTER        │
└─────────────────────────────┘
```

3. To print a transaction log for the selected acquirer, press the GREEN button. If not, press the YELLOW button.

```
┌─────────────────────────────┐
│ Print Transaction Log       │
│ <Aquirer Name>?             │
│                             │
│ Enter=YES        Clear=NO   │
└─────────────────────────────┘
```

4. Press the GREEN button again and the transaction log for that acquirer will be printed. It will show the previous 20 transactions for that acquirer. Step 3 and 4 will repeat for each acquirer. Once all have been printed, press the GREEN button and the terminal will return to the READY prompt.

```
┌─────────────────────────────┐
│ Print Transaction Log       │
│ Continue?                   │
│                             │
│ Enter=YES        Clear=NO   │
└─────────────────────────────┘
```

32. How to Assign a Terminal to a Base Unit

Place the terminal handset onto the base unit.

1. At the READY prompt press the MENU button twice.

```
┌─────────────────────────────┐
│ SYSTEM MENU                 │
│ Totals                      │
│ Print Function Codes        │
│ Select Function             │
└─────────────────────────────┘
```

2. Use the arrow buttons to view the available options and press the GREEN button when the **Select Function** option is highlighted.

```
┌─────────────────────────────┐
│ Key in Function Code        │
│                             │
│                             │
│ and then press ENTER        │
└─────────────────────────────┘
```

3. Key enter the number 36 and press the GREEN button. You will then be asked to swipe the Supervisor Card through the terminal.

4. To assign the terminal to a base unit press the GREEN button.

To cancel the operation, press the YELLOW button.

```
┌─────────────────────────────┐
│ SYSTEM                      │
│ Radio Setup?                │
│                             │
│ Enter=YES        Clear=NO   │
└─────────────────────────────┘
```

5. Select ASSIGN TO BASE and press the GREEN button.

6. Place the handset onto the base unit if you have not already done so.

```
┌─────────────────────────────┐
│ RADIO SETUP                 │
│ Assign to base              │
│ Select base                 │
│ Remove base                 │
└─────────────────────────────┘
```

The terminal will display different screens to confirm that the base unit assignment is in progress.

The terminal will finally confirm that the base unit assignment was successful and will automatically return to the ready prompt after three seconds.

Assigning a Handset to more than one Base

Your handset can be assigned to up to three bases. If you are not in range of your primary base unit, you can select from two others that the handset is assigned to in order to complete your transaction. Follow the prompts below to assign your terminal to more than one base.

1. At the READY prompt press the MENU button twice.

SYSTEM MENU
Totals
Print Function Codes
Select Function

2. Use the arrow buttons to view the available options and press the GREEN button when the **Select Function** option is highlighted.

Key in Function Code
and then press ENTER

3. Key enter the number 36 and press the GREEN button. You will then be asked to swipe the Supervisor Card through the terminal.

4. To assign the terminal to a base unit press the GREEN button.

SYSTEM
Radio Setup?
Enter=YES   Clear=NO

To cancel the operation, press the YELLOW button.

5. Choose SELECT BASE and press the GREEN button.

RADIO SETUP
Assign to base
Select base
Remove base

6. Select the number of the base unit you wish to assign your handset to and press the GREEN button.

SELECT BASE
40243643
40243582

You can now proceed to assign your handset to up to three more base units. Your terminal will return to the READY prompt when each assignment is complete.

33.   <u>How to Test the Signal Quality</u>

You should make every effort to retain a high signal strength when using the terminal; signal strength is indicated by this symbol on your terminal display:

To test the signal strength please proceed as instructed below. This will allow you to determine if you have any bad reception areas.

Note: A good reading is 255 and a low reading would be 180. Try to achieve a reading between 200 and 255.

SYSTEM MENU
Totals
Print Function Codes
Select Function

1. At the READY prompt, press the MENU button twice. Using the arrow button select the **Select Function** option and then press the GREEN button.

Key in Function Code
and then press ENTER

2. Enter the number 36 and then press the GREEN button.

3. Swipe the Supervisor Card through the terminal.

4. Using the arrow button select the Test Radio Link option.

5. To start the test press the GREEN button. If not, press the RED button to abort the test procedure.

6. The signal test will run for 60 seconds and print the result. If the result is low (ie. 180) move the base to a different location and run the tests again. Press **CANCEL** to quit the testing and Return to the **READY** prompt.

```
Signal Quality Test

Press ENTER to start
or CANCEL to quit
```
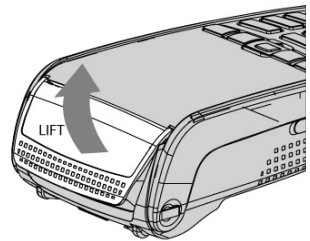
```
Signal Quality Test
Running
xx seconds remaining
press CANCEL to quit
```

```
Signal Quality Test

Press ENTER to start
or CANCEL to quit
```

34.   How to Change a Paper Roll

1. Hold the terminal securely in one hand. With the other hand, and by using two fingers, lift the printer cover release as shown. Fully open the printer cover and remove the old roll of paper.
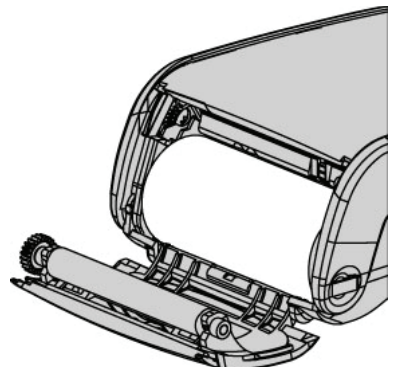
LIFT

2. Unstick the end of the new roll, leaving the end free, hold the paper roll as shown and carefully place into the printer compartment.
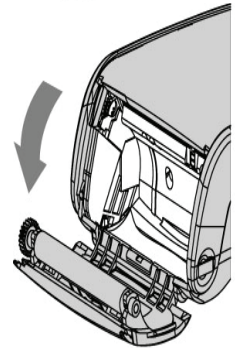
3. Holding the free end of the paper and the terminal, close the printer cover and push firmly until it locks.

Pressing the yellow **CLEAR** button will feed the paper through.

35. <u>Insuring the Terminal</u>

Although you rent your terminal for a monthly charge it is strongly recommended that you insure the terminal against loss or damage to a value as recommended by your acquirer.

36. <u>Security Warning Notice</u>

This terminal is used for the secure transfer of funds using credit and debit cards. As such it is designed as a high security device.

Should you suspect that the terminal might have been removed, stolen or apparently modified or replaced then you should advise your Bank immediately and stop using the terminal until advised by the Bank accordingly. This is to protect both your business and also the persons who have or will continue to use your terminal.

Please be vigilant at all times and check your terminal regularly

37. <u>Helpful Hints</u>

Terminal Tips
Your terminal unit should be left in your retail premises and plugged into a 24 hour power supply and telephone line at all times.

If the terminal display is blank, ensure the terminal is plugged into the power supply.

If you have poor quality printing, change the paper roll.

Keep your Supervisor card in a secure place. Anyone with access to this card may perform unauthorised refunds.

Financial Tips
Always check you have keyed in the correct amount before going ahead with the transaction.

If you are referred for an authorisation code, read the amount from the slip to ensure you have the correct amount (It has been known for the amount of 2,000.00 to be keyed instead of 200.00. A code is then obtained for the 200.00 but the cardholder is debited for the keyed amount of 2,000.00).

Always check your bank statement on a regular basis to ensure you are receiving your credits and that the amounts are correct.

Remember to reconcile the terminal each day as this will generate all the funds to your bank account.

You will not be credited with Z Totals as these are running totals for your records and do not generate funds to your account.

Keep your copy transaction slips in a safe place. There may be occasions when you are asked to provide copies of these.

Please ensure that Refund transactions show as REFUND ACCEPTED.

If the terminal prints the message Totals not Agreed when you carry out your End of Day Banking, please contact the Helpdesk.

If Stored is printed on your End Of Day report please contact the Helpdesk.

38. **<u>Miscellaneous Prompts</u>**

Below are explanations for some of the common prompts displayed by the terminal.

PROMPTS	CAUSE/REASON	REMEDY
Call Auth centre	Assistance required.	Call the Authorisation Centre on the number displayed by the terminal. Once you have spoken to the Authorisation Centre press the GREEN ENTER button and follow the prompts displayed by the terminal.
Call Helpdesk	Assistance required	Please contact your Helpdesk
NOT AUTHORISED	The card issuer has declined to authorise the transaction.	Ask the customer to pay by some other means and press the YELLOW button.
Referral	Assistance required.	Call the Authorisation Centre on the number displayed by the terminal. When the call is answered quote the referral message and your Merchant Number.
Unable to Authorise	Transaction declined by the card.	Ask the customer to pay by some other means and press the YELLOW button.
Unable to Connect	Terminal not connecting to host via a telephone line	Check the telephone line is connected properly. Call the Helpdesk for guidance.